Ventus Mobile
Ventus Freedom 5.0

User Guide for Windows Mobile Pocket PC

Release 5.0

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Preface

Welcome to TELKOM Ventus Mobile, which offers a full range of mobile office applications to help you keep up with your important emails, calendar and contacts. Ventus Mobile uses True Push technology, so there is no need for synchronization and no delays in getting the latest information.

TELKOM provides secure, real-time, wireless access to enterprise applications through your mobile device. This guide provides information for managing and using your mobile device.

This preface includes the following sections:

1. *Audience*
2. *Related Documentation*
3. *Documentation Feedback*

Audience

This guide is intended for enterprise users accessing corporate applications and data using TELKOM Ventus Mobile and a mobile device. It assumes that you have a mobile device with wireless access and that you are familiar with using this device.

Related Documentation

The TELKOM document set includes the following documentation:

4. ***Ventus Freedom5.0 User Guide for Pocket PC*** - provides instructions on how to use Ventus Mobile with Windows Mobile Pocket PC devices, such as Qtek and HP iPAQ.

5. ***Ventus Freedom5.0 User Guide for Symbian S60*** - provides instructions on how to use Ventus Mobile with Nokia Symbian Series 60 devices.

6. ***Ventus Freedom5.0 User Guide for Symbian S80*** - provides instructions on how to use Ventus Mobile with Nokia Symbian Series 80 devices.

7. ***Ventus Freedom5.0 User Guide for Windows Mobile Smartphone*** - provides instructions on how to use Ventus Mobile with Microsoft Windows Mobile Smartphone devices.

For further information, please visit www.ventusmobile.com.

Documentation Feedback

The TELKOM Technical Publications department welcomes your feedback. Please help us improve future releases of this document by sending your comments and suggestions to info@ventusmobile.com.

Chapter 1: Introducing TELKOM Ventus Mobile

Installation Package

TELKOM Ventus Mobile for mobile Pocket PC devices running Windows Mobile operating system is delivered as a standard Windows Mobile installation file. You can recognize the file by the .CAB extension. The name of the installation file for Pocket PC devices includes the characters 'PPC'.

Prerequisites for Installation

In order to start using the TELKOM Ventus Mobile services you need the following:

- an appropriate Windows Mobile Pocket device such as a Qtek 2020, HP iPAQ h6340. For a full list of supported devices please contact your service operator or TELKOM reseller.

- the installation package for the TELKOM Ventus Mobile for devices running the Windows Mobile operating system iis delivered as a standard installation (.CAB) file. This file should be provided to you by your service operator or TELKOM reseller.

Network Connections

Your mobile device needs a working packet data connection and an APN (Access Point Name) configuration that connects directly to the Internet.

You can verify this by opening a web page (not a wap page) with the device's Internet browser. If the page opens, you do not need to configure the APN.

> **NOTE!**
>
> **To provide true Always-On experience the TELKOM Ventus Mobile application on the mobile device keeps a packet data connection open to the Internet. The connection is automatically re-initiated if it is temporarily lost. Please, consult your operator for actual data costs, both in your home network and when roaming.**

If you cannot connect to the Internet, you can edit the APN settings by going to **Start Menu >Settings >Connections tab >Connections icon>Manage existing connections >My Connection**.

Figure 1. Settings menu

Figure 2. Connections

For additional help, please contact your IT administrator or service provider. Some service providers deliver the settings to your device by SMS on request.

Chapter 2: Installation and Activation

This chapter describes how to install the TELKOM Ventus Mobile application to your mobile device. Note that only one device can be used for each email account. When you wish to change to a new device, the old device should be uninstalled first.

Please follow these steps to install TELKOM Ventus Mobile to your mobile device:

1. Copy the TELKOM Ventus Mobile installation package (.CAB file) to the device. There are several ways to do this:

    a. install it over a cable that uses device management software e.g. ActiveSync (the cable usually comes with your mobile device)

    b. send it over a Bluetooth connection from your PC (make sure Bluetooth is enabled both on the sending and receiving device)

    c. storing it into a memory card that the device is able to read

    d. send it over an infrared link from your PC

2. Start the Client installation by clicking the name of the installation file (.CAB). Locating the file depends on how you transferred the file (you can also use the search function of the file explorer to locate the file):

    a. if you sent the file to your phone via Bluetooth or infrared, it appears in the My Documents folder

    b. if you have the file on the memory card or transferred it via cable, open your phone's File Explorer program and find the file from your disk or memory card

3. Select the language to be used (this screen shows only if your installer package contains several languages).

Figure 3. Language Selection

4. The device needs to reboot. Remove it from any attached cradle and press ok to reboot.

Figure 4. Restart

5. Accept the licence terms, and press next.
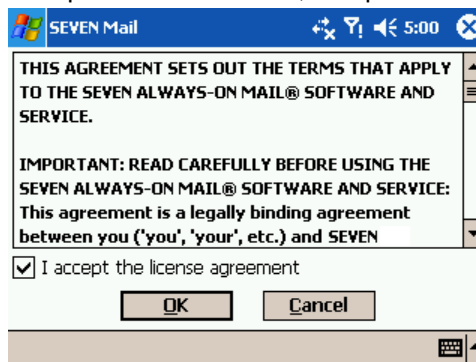
Figure 5. Licence Agreement

6. An informative screen about the packet data connection is displayed. Press Next.

Figure 6. Packet Data Info

7. A screen asking you to select if you want calendar and contacts to be synchronized is displayed. You can change the selection later on. Press next.

Figure 7. Calendar And Contact Synch Selection

8. This step occurs only if there are events in your calendar and you have selected the calendar to be synchronized. You can select whether you want to replace the device calendar or merge the device calendar with the desktop calendar. If your device has

been used by someone else previously, it is recommended to replace the calendar, to avoid getting their events into your calendar (the device does not distinguish between different people's events).

Figure 8. Replace Or Merge Calendar

9. After this a connection is established. If there is a problem with the APN (access point) a connection error will be displayed. You can cancel the installation and go and set the correct APN. See the Network Connections chapter above for details. The installation resumes from where you left off when you start the TELKOM Ventus Mobile application from Programs.

10. Once the connection has been made, the device generates an activation code, which you will need to activate the TELKOM Ventus Mobile service.

Figure 9. Activation Code

11. If you have received an email to your desktop email requesting the Activation Code, you can simply reply to the email with the activation code as the first line of the reply. If you have not received an email, deliver the activation code to your IT Administrator who can activate your service using the code.
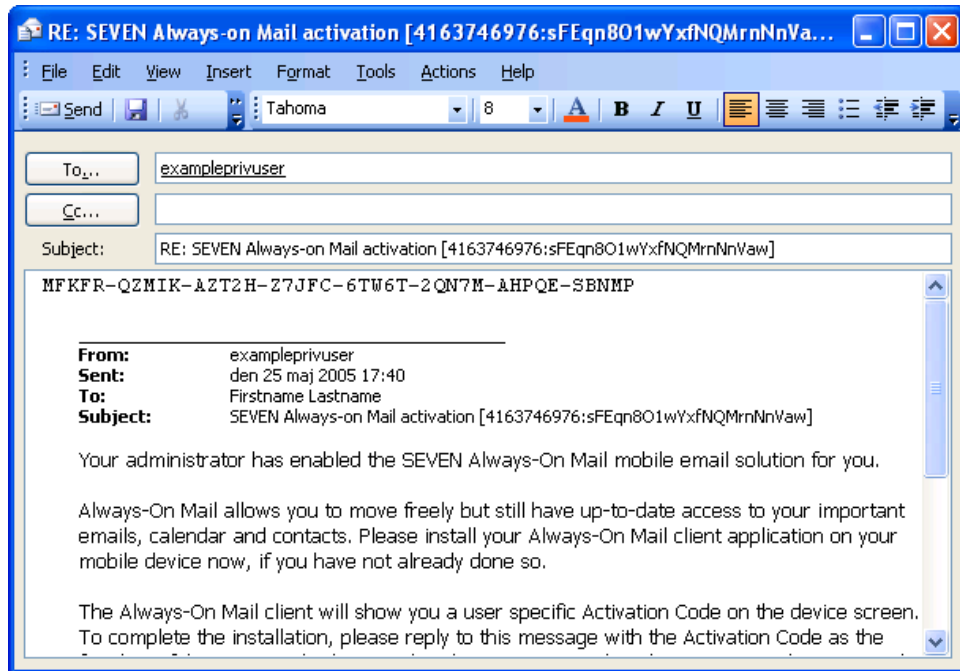
Figure 10. Example Activation Email

NOTE!

The Activation Code includes your personal encryption key for the service. Therefore, you should send this code to your IT Administrator in a secure way. You can, for example:

- **Inform it via a voice call**
- **Send it via SMS**
- **Send it via email, but only if you email it inside your company's internal network. It is not recommended to send it over the Internet!**

12. Once your account is activated, Ventus Mobile starts itself automatically (assuming there is an established internet connection). When the activation is done, you will be informed by an email delivered both to your mobile device and to your PC. You can close the status screen and leave the application

running in the background and continue using your device normally.
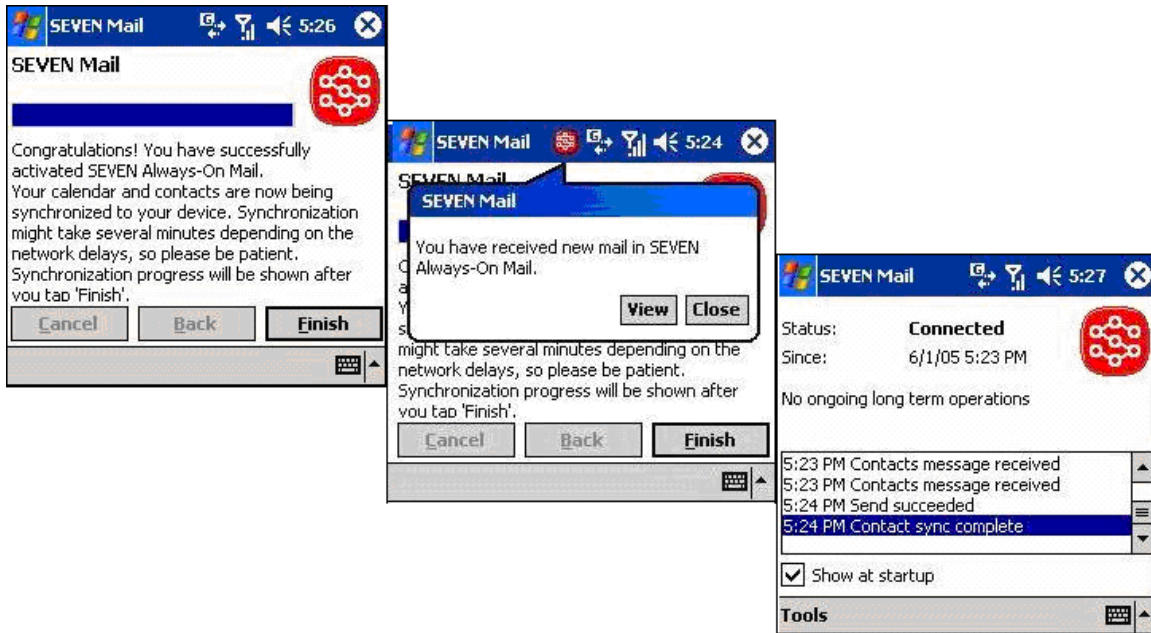

Figure 11. Activation Successful Screens

Installation and activation is now complete.

Chapter 3: Settings and Tools

The TELKOM Ventus Mobile application has been designed to perform all basic configurations itself during the installation and client activation. This chapter describes in detail what kinds of settings and tools you can use to help you utilize the services efficiently and optimize your mobile email, calendar and contact handling experience. The settings and tools are explained in this chapter.

You can access the settings and tools by opening **TELKOM Ventus Mobile** from **Start> Programs** and then opening the **Tools** menu.

Figure 12. Accessing Tools and Settings

Synchronize Calendar allows you to synchronize the mobile device and desktop calendar over-the-air, merging the data from both. Normally you do not need to use this as TELKOM Ventus Mobile keeps your calendar synchronized automatically.

Synchronize Contacts allows you to synchronize the mobile device and desktop personal contacts over-the-air, merging the data from both. Normally you do not need to use this as TELKOM Ventus Mobile keeps your contacts synchronized automatically.

Settings are explained below.

About displays the version of TELKOM Ventus Mobile.

Pause(/Resume) allows you to temporarily pause TELKOM Ventus Mobile. Pausing the client does not cause you to lose any information as the emails, calendar events and contacts are updated once you resume. If you pause for a long time the oldest messages are not sent to your device. Your administrator can set how old emails should be sent to your device. By default messages are kept in queue for 4 days, meaning older emails will not be sent to your device when you select **Resume**.

Settings

There are a number of settings you can edit or view by selecting **Settings…** from the **Tools** menu.

Connection Settings
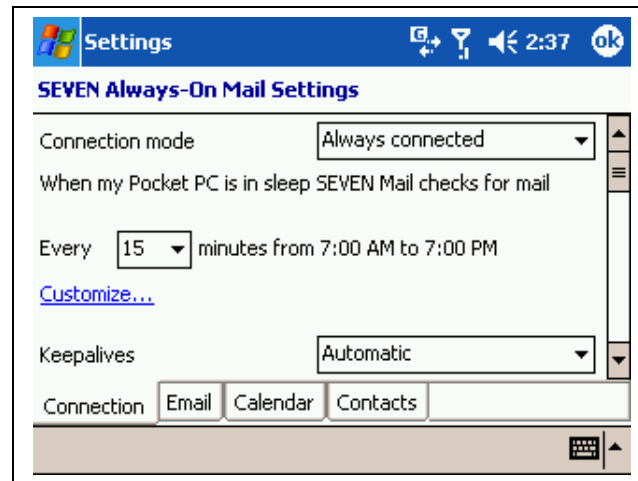
On the first tab you find the **Connection** settings:

Figure 13. Connection Settings

Connection mode: this setting allows you to select whether the application should be **Always connected** or **Connected periodically**. This setting does not significantly affect the amount of data transferred.

When my Pocket PC is in sleep TELKOM Mail checks for mail Every n minutes from 7:00 AM to 7:00 PM: this setting allows you to control how often emails are checked in sleep mode. If the interval is short, the application consumes slightly more battery. Sleep mode (Suspend state) means that the device has shut down the applications as opposed to idle state, where only the screen has been shut down.

The **Customize** link opens a screen which allows you to set when the emails should be checked more specifically, allowing for instance different checking schemes during weekends.
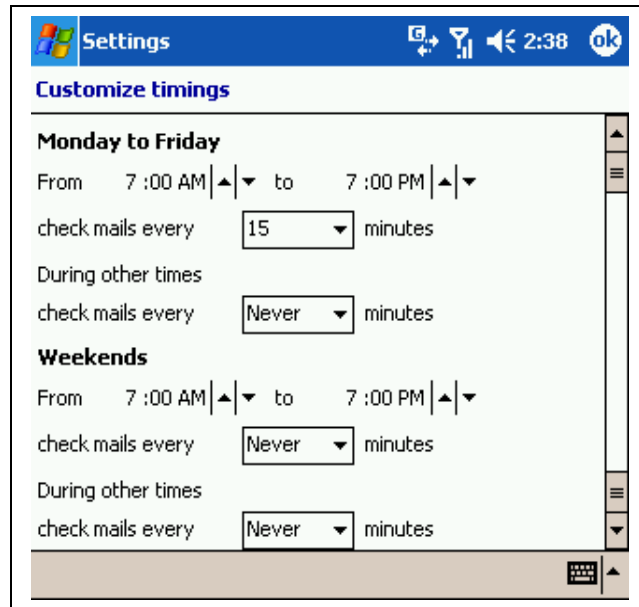
Figure 14. Customize Timings

Keepalives: defines if Ventus Mobile is allowed to send keepalive signals. The recommended option is '**Automatic**', which means that the device starts sending keepalive signals only if it notices that the network connection is lost periodically. The purpose is to ensure a connection in networks where an idle connection is automatically cut after a certain period.

Option '**On**' means that the device sends keepalive messages with 2 minute intervals. Each message is approximately 10 bytes in size. Option '**Off**' means keepalives are not sent from the device.

Keepalives are always sent from the server side at 15 minute intervals.

If keepalives are on (either with the setting 'On' or 'Automatic'), and there are excessive disconnects, Ventus Mobile goes to Paused mode. Paused mode is indicated to the user by bringing the setting screen to the front to inform the user that Ventus Mobile is paused. The purpose of the pausing logic is to avoid extensive connection charges in networks where there is a per-connection fee, e.g. when roaming.

When roaming, the optimal setting is to have connection mode 'Always connected' and keepalives on 'Automatic'. The benefit as compared to Pausing the client and periodically retrieving the data is insignificant (only keepalive data), unless you are roaming between networks of varying cost. This is because the same amount of data will be pushed once the connection is made. You can also pause Ventus Mobile to avoid incurring roaming packet data cost.

Email Settings

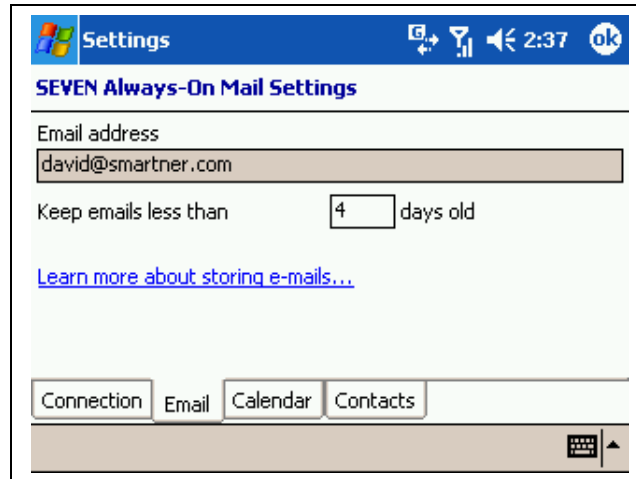On the **Email** tab the following settings are available:

Figure 15. Email Settings

Email address: user's email address. This is automatically set during activation and should not be changed.

Keep emails less than: defines the maximum age of email messages that are stored in the device's inbox. If email items are older than this time limit, Ventus Mobile clears those items from the device's inbox automatically. The items are not deleted from the server, so you can access them from your desktop email. The purpose of this setting is to save memory on your device. The setting is propagated within 6 hours from being changed, so if you shorten the period old emails will be deleted within that time frame.

Calendar Settings

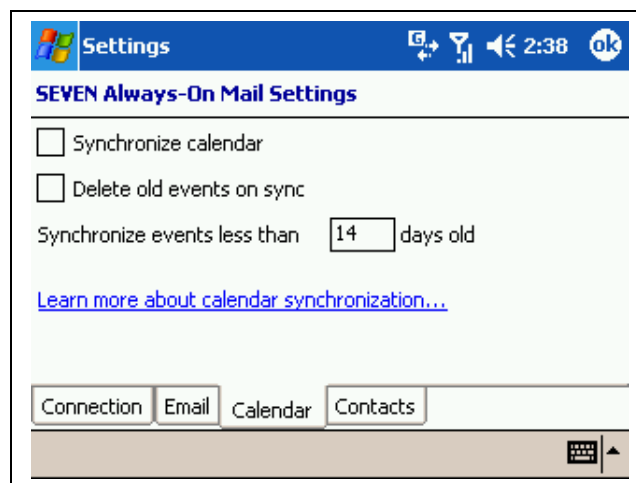On the **Calendar** tab you find the following settings:

Figure 16. Calendar Settings

Synchronize calendar: this setting defines if calendar data is kept synchronized with the calendar on your mail server and vice versa.

Delete old events on sync: if this setting is on, old events are removed from the calendar when you synchronize. You can define how old the

events to be removed should be by changing the **Synchronize events less than n days old** setting.

Synchronize events less than n days old: this setting allows you to control how old calendar events are synchronized to your device.

Contacts Settings

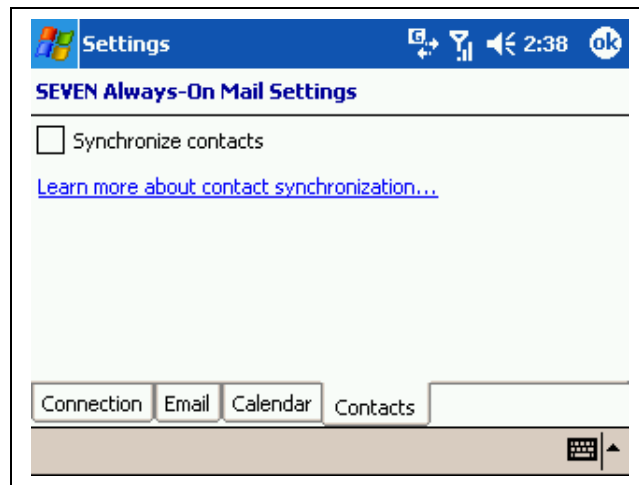On the **Contacts** tab can be found the following:

Figure 17. Contacts Settings

Synchronize contacts: with this setting you can define if contact information is kept synchronized with the contacts on your mail server.

Chapter 4: Using TELKOM Ventus Mobile

TELKOM Ventus Mobile offers a full range of mobile office applications to help you keep up with your important emails, calendar and contacts. This chapter describes how to use TELKOM Ventus Mobile.

Starting the Ventus Mobile Application

Ventus Mobile starts automatically in the background when you switch your device on. Therefore, you do not have to do anything special to get it running.

Ventus Mobile is running if there is a packet data connection icon (GPRS or 3G) displayed on your device screen. You can also verify the status by opening the TELKOM Ventus Mobile application from **Start> Programs**.

You can open your emails from the **Start> Messaging** menu. If you get to e.g. another inbox (text message, MMS etc) you can access your mails by pressing the folder selection menu (**Inbox ▾**). The TELKOM Ventus Mobile application is on the same level as your other messaging folders. Selecting the folder takes you to your inbox.

Figure 18. Location of TELKOM Ventus Mobile Folder

Using the TELKOM Ventus Mobile Services

This section describes how to utilize the functionality to help you work efficiently while away from your desktop.

Managing Your Emails

New emails arrive automatically when TELKOM Ventus Mobile is running and there is a packet data connection. Ventus Mobile starts up automatically and is running as long as you do not set it to 'Paused' state. If the network connection is lost, Ventus Mobile reconnects automatically as soon as the network is available again.

All the actions performed on the mobile device are mirrored to the desktop. For instance, when you read an email, it will be shown as 'read' on the mobile device and the desktop. If you delete an email, it will be deleted from the server and cannot be accessed from the desktop anymore. Similarly, whenever you read or delete emails on your desktop Inbox, the changes are replicated to the mobile device's Inbox.

When you receive a new email there is a notification displayed on the screen. In Figure 11 above is an example. Clicking on the View-button takes you to your inbox. Unread items are shown in bold. There are a number of icons to indicate an emails status or properties:

✉ - unread mail

📨 - read mail

📧 - unread mail with attachment.

📑 - read mail with attachment

❌ - system mail

👥 - meeting request

Reading Emails and Attachments

Read the email by clicking on it in the inbox. The email contains all the usual information such as sender, subject, timestamp etc. Attachments are shown below the body text. If there are many attachments, you may need to scroll right or down to find them.

Figure 19. Example Email

At the bottom of the mail you have the **Edit** menu and four icons (📭 📑 ⬅ ➡): **Delete**, **Reply**, **Back** and **Next**. Opening the **Edit** menu

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displays the following commands: **Mark for Download**, **Mark as Unread**, **Move to…**, **Language**, **Select All**, **Copy** and **Edit My Text…**.

Figure 20. Edit Email Menu

Here is a short description of each command:

Delete: Deletes your email, just like on your desktop mail reader. The mail is deleted from the mail server.

Reply: Replies to the sender. Sent mails are stored to your sent items folder just as if you would have replied on your desktop.

Back: Moves to the previous email in the Inbox.

Next: Moves to the next email in the Inbox.

Mark for Download: Opens a dialog box which shows the size of the attachments and prompts the user to proceed with download or not. If you choose to download, all the attachments are downloaded.

Mark as Unread: Marks the email as unread. The change is reflected on your desktop email application.

Move to…: Moves the email to a different folder on the server. The email will not be available for reading on the mobile device after moving.

Language: The language option is for use with different character sets. If you experience problems with e.g. Cyrillic or Japanese character, try changing the character set with this option. Functionality depends on which character sets are installed on your device.

Select All: Selects all the text in the email for e.g. copying etc.

Copy: Copies the selection to clipboard.

Edit My Text: Allows you to edit your standard message texts.

If you click and hold a message in the inbox, a menu with the commands **New**, **Delete**, **Move**, **Reply**, **Reply All**, **Forward**, **Mark as Unread** available is shown.
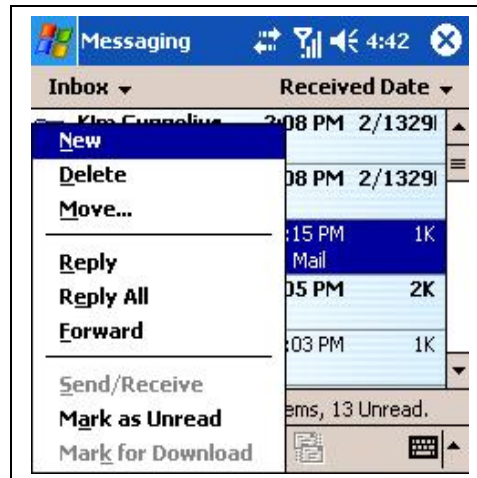
Figure 21. Menu In Inbox

Delete, **Reply** and **Mark as Unread,** are explained above. The other available selections are described here:

New: Click this to write a new mail.

Move…: This option moves the email to another folder.

Reply All: Replies to all recipients

Forward: Forwards the email.

Attachment Handling

Attachments or very long emails above a certain limit are truncated in order to save bandwidth and in order to avoid unnecessarily downloading large attachments that you would only open on your desktop anyway. The limit is typically 10kb, but the setting can be changed by your administrator. To download an attachment, select **Mark for Download**, from the **Edit** menu. A popup will be shown which asks you for confirmation to download the attachment. It also displays the size of the email to help you estimate the cost of downloading the attachment.

Before downloading, the attachments are shown with a .patt (partial attachment) extension. You can also forward the mail with attachments without downloading them to your device first. This is done by forwarding the email just as you would normally, the attachments will also be sent.

The size of attachments is only restricted by the available amount of memory on your device. If you cannot download a large attachment, you may be able to free enough space by deleting data you do not need from your device and retrying.

Attachments can also be sent from the device. For more information, see the Writing a New Email chapter below.

Writing a New Email

You can start writing a new mail by clicking and holding in the inbox and selecting **New**.

Enter the recipients email address in the **To** field. You can also search in the corporate contacts for the email address by pressing the 🔍-button.
Adding a contact from your personal contacts is done by pressing the 📇

-button. You can add attachments by selecting **Tools >Add Attachment** from the menu at the bottom of the screen. Enter your text in the Subject and Body fields and press the Send-button to send your email.

Figure 22. New Email

Managing Calendar Appointments

With the TELKOM Ventus Mobile calendar active, your calendar changes are immediately mirrored when a change occurs either on the device or your calendar server. This allows you to keep up-to-date with your important appointments regardless of where you are.

Calendar invitations are displayed in your email inbox with the ⬛-icon instead of the normal email icon. To respond to a meeting request, open the email and click on the ⬛-button.

Figure 23. Responding to a Meeting Request

The actions **Accept**, **Decline** and **Tentative** are available, just like on your desktop. If the meeting is out of date, these options are not available. When you select the action, you will get a message box prompting whether you wish to send a response and additional info in the respons.

Figure 24. Meeting Response Prompt

When you create appointments in the device calendar and add invitees, the changes are also reflected in your desktop, and invitations are sent by email. Attendees cannot be seen on the calendar entry on Windows Mobile devices. For more information on using your calendar, please see your device user manual.

NOTE!

You should not use any other 3rd party calendar or contact synchronisation together with Ventus Mobile, as it will often result in duplicate calendar entries and other problems.

For Windows Mobile devices, Ventus Mobile automatically disables ActiveSync for calendaring and contacts during client installation. Do not manually enable ActiveSync calendar later on.

Chapter 5: Docking your Device to a Cradle

When the Windows Mobile device is connected to the PC via cable, the TELKOM Ventus Mobile notices this and starts communicating directly with the server over your LAN connection. Therefore, all changes in the server or in the device are communicated directly to the connector over a fixed connection. When the device is taken away from its cradle, the Ventus Mobile starts to use the packet data connection again.

Chapter 6: Upgrading Ventus Mobile

Upgrading your TELKOM Ventus Mobile 5.0 can be done on top of a Smartner Duality 4.0. If you have an older version, upgrading requires you to first uninstall the old client, and then installing the new one. The reinstallation process is similar to the initial installation.

Chapter 7: Uninstalling Ventus Mobile

This chapter describes how to uninstall TELKOM Ventus Mobile from your mobile device.

1. Pause Ventus Mobile.
2. Go to **Settings>System** on the start menu and select **Remove Programs**.
3. From the application list, select **TELKOM Ventus Mobile** and press **Remove**

Figure 25. Removing the Installation

4. Confirm the operation. You will be prompted whether you want to clear the calendar (if the service was in use). If your device will be used by someone else, you probably want to clear the calendar.
5. Wait until the application is removed. You will be asked for confirmation and the device will reboot.

NOTE!

Uninstallation clears all the email items from your device's Inbox.

Chapter 8: Troubleshooting and FAQ

This chapter presents steps to perform on your mobile device if you want to check that it is working correctly and to locate possible errors and frequently asked questions (FAQ).

Troubleshooting

It is highly recommended that you perform these tests before you contact your IT administrators for additional support.

1. Check the status of the client

- The status screen should show 'Connected'

2. Pause and Resume the client

- This test reconnects the mobile device to the server immediately. If there is some problem, the Ventus Mobile status screen will display an error.

3. Reboot your mobile device

- This may help if your device has internal errors.

4. Send an email from the device to your own mailbox and check that it arrives to your device.

- This test easily shows if the mail is sent at all or if it arrives in the email server mailbox but not to the device. If it does not arrive in your device in 5 minutes, check if it has arrived to your desktop mailbox. If your corporate email system is congested, receiving mails may take some time.

5. If Ventus Mobile has been paused or shut down for a long time, let the client run for some time to process all queued messages

- Ventus Mobile needs to process all queued messages before it can receive any new ones. If the application is closed or paused for a long time there may be a big queue of messages on the server. Messages can be sent out immediately, but new ones can be received only after the whole queue has been processed.

6. If you still experience problems, contact your IT administrator for additional support. Please add the log files to your support request.

 - To locate the log files, open **Programs>File Explorer** and browse to the **My Device>TELKOM Ventus Mobile** folder. The log files are named **EXMController.txt** and **ExmTransprt.txt**. If there are similar files with the extension .**old**, please provide these also.

Frequently Asked Questions

Q: How do I prevent my data from falling into the wrong hands if my device is stolen?

A: To minimise the security risk resulting from theft you can do the following things:

- In **Settings>Password** you can set your device to lock and ask for a password if it is unused for a time.

- You can report the theft to your administrator, who can remotely clear the data synchronized to the device (emails, contacts and calendar).

- For enhanced security it is possible to use third party data encryption software.

Chapter 9: Additional Support

Additional support

For additional support on using the TELKOM Ventus Mobile service:

- contact your IT administrator
- contact your company's PC HelpDesk

For additional help on your phone's mobile connectivity, please contact your phone manufacturer or your mobile operator.